

Permitting Online Portal Building

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Permitting Online Portal Building



**City of
Santa Clara**
The Center of What's Possible

Overview

The City of Santa Clara Permitting Online Portal is available 24 hours a day, 7 days a week to look up permits, apply for permits, pay permit fees, and create service requests. Basic access is available without an account, however, for more robust access and to apply for permits, you must set up an account.

Create an account

1. Go to [City of Santa Clara Permitting Online Portal](#).
In the top right corner, click **Register for an Account**.

2. Read the Account Registration screen and check the box stating that you have read and accepted the terms.

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Contact Information

3. Click **Continue Registration**.
4. Enter your Login information.
5. Click **Add New** to add additional Contact Information such as a phone number and street address.
6. Once your contact information is completed, click **Edit** to make changes. Click **Remove** to delete the contact information.

Contact Information

* First: John * Last: Smith Name of Business: Smith Company

* Address Line 1: 123 Main Street

* City: Santa Clara * State: CA * Zip: 95050-

Phone Number: 4081111111 * E-mail: jsmith@xyz.com

Continue **Clear** **Discard Changes**

7. Click **Continue Registration**. A confirmation screen will show that you've successfully created your account.

☐ Accessibility Support **Register for an Account** Login

**Account Registration Step 2:
Enter/Confirm Your Account Information**

Login Information

* User Name: jsmith

* E-mail Address: jsmith@xyz.com

* Password: *****

* Type Password Again: *****

* Enter Security Question: what is your dog's name

* Answer: Rover

Contact Information

Choose how to fill in your contact information.

Add New

Contact Information

Choose how to fill in your contact information.

✓ **Contact updated successfully.**

John Smith
jsmith@xyz.com
Home phone: 4081111111
Mobile Phone:
Work Phone:

Edit Remove

Permitting Online Portal Building



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Connect your Permitting Online Portal (POP) account to existing Building (BLD) permits

Your account must be connected to the BLD permit to schedule an inspection online. Unless you submitted the BLD permit under this account through the POP, you must ask for your account to be connected by a City staff member.

To request that your POP account be added to a BLD permit, call our admin team at (408) 615-2440 and press 0, or email them at Building@SantaClaraCA.gov.

Please provide:

- Full name
- User name (or User ID)
- email address used when you made your Permitting Online Portal Account
- BLD permit number(s)
- Your role in the project(s)

Please allow a few business days for us to process your request.

Login

You can perform basic searches without logging in. Login to submit applications, schedule inspections, and see more search details for projects you are involved in.

1. Click **Login** in the top right corner of the screen.
2. Enter your email address or your user name.
3. Type your password.
4. Click **Login**.

If you forget your password, click the **I've forgotten my password** at the bottom of the screen and follow the prompts.

Login for additional features

User Name or E-mail:
jsmith

Password:
.....

Login »

☐ Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

Permitting Online Portal Building



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Search for Building (BLD) records

Each division has its own Search function. To find other types of permits including Fire or Planning, start by clicking on their link at the top of the screen.

1. From the **Home** screen, or the **Building** tab, choose **Search Records**.

Your list of permit records will be listed. Scroll down the screen to see the **General Search** fields.

2. In the General Search section, enter information into any of the available fields, and click **Search**.
3. Scroll down below the General Search fields to see search results at the bottom of the screen.

Note the following:

- **Parcel No** must be formatted as xxx-xx-xxx. Example: 291-02-003
- **Start Date** and **End Dates** will limit searches to that date range. Delete the **Start Date** to search for records from any time up until today.
- **Record Type** and **Record Status**—Do not use these fields unless you are only looking for permits that were created after 8/23/21. Permits created prior to that time had different labels for these fields and may not come up in your search.

4. Click the record number of the record for which you would like to view additional details.

100+ Record results matching your search results
Click any of the results below to view more details.

Showing 1-10 of 100+ | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Related Records	Status	Action
<input type="checkbox"/>	08/05/2021	BLD21-00787	Building Permit	2830 HOMESTEAD RD, SANTA CLARA CA 95051	0	Submitted	
<input type="checkbox"/>	06/18/2021	BLD21-00473	Building Permit	3600 HOMESTEAD RD, SANTA CLARA CA 95051	0	Submitted	
<input type="checkbox"/>	04/29/2021	BLD2021-61294	Building Permit	3335 HOMESTEAD RD, A 2, SANTA CLARA CA 95051	0	Received	Pay Fees Due
<input type="checkbox"/>	04/09/2021	BLD2021-61099	Building Permit	3478 HOMESTEAD RD, SANTA CLARA CA 95051	0	Active	

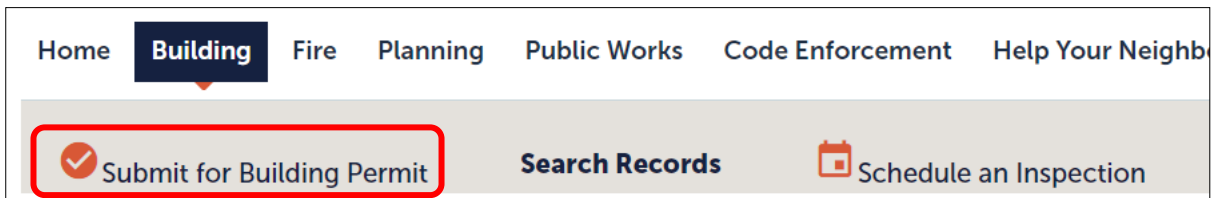
Permitting Online Portal Building



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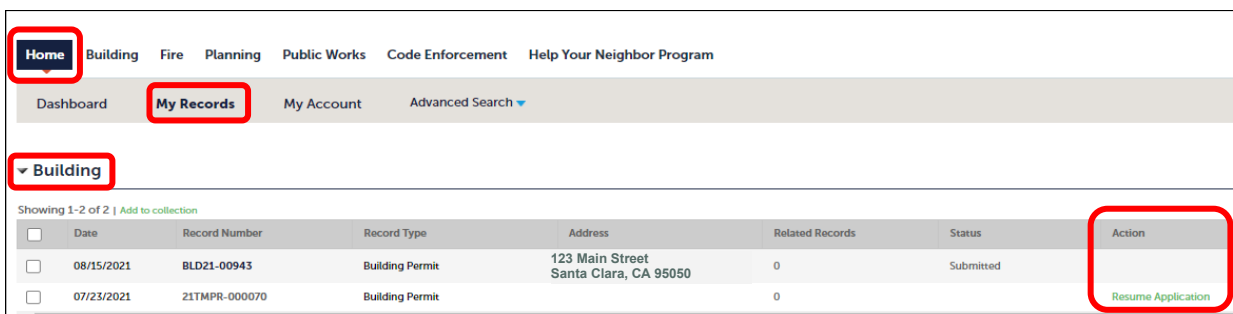
Apply for a Building (BLD) permit

1. Log in to your **Permitting Online Portal** account. (See **Create an Account** on page 2 if you do not have an account.)
2. From the **Home** screen, or the **Building** tab, click **Submit for Building Permit**.



3. Read the online application instructions and the General Disclaimer, and check the **I have read and accepted the above terms** box. Click **Continue Application**.

At any point in the process, click **Save and Resume Later** to pause completing the application. To continue an application you have saved, from the Home screen, choose **My Records**. Expand



Building to see any BLD applications. Click **Resume Application** link in the **Actions** Column.

If you need assistance to complete the process, call 408-615-2420 or email PermitCenter@SantaClaraCA.gov. Please provide the project address or temporary application number (##TMPR-#####) in any communication.

Permitting Online Portal Building



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Apply for a Building permit (continued)

Step 1: Applicant

Add yourself as an applicant. Choose **Select from Account**. You will have an opportunity to change the applicant after the application is submitted.

The applicant will receive critical correspondence such as fee notices and plan check comments.

To change the applicant (if it is not you), after you submit the permit application, email PermitCenter@SantaClaraCA.gov with permit # and the contact information of the person and ask them to be added as the Primary Applicant instead of yourself.

To add other contacts to the BLD permit, include them on the BLD Permit Application or email PermitCenter@SantaClaraCA.gov with the permit #, their contact info, and their role on the project.

Building Permit

1 Applicant 2 Location

Step 1: Applicant > Applicant

Applicant

To have other Contacts added to the BLD permit, include them on the Building Permit Application.

✓ **Contact added successfully.**

Hannah House
hhouse@house.com
Home phone: 408-123-1234
Mobile Phone:
Work Phone:
Fax:
Edit Remove

Continue Application >>

Step 2: Location Address

1. Complete the **Street No** and **Street Name** and click **Search**. Add a % as a wildcard after the street name if you are unsure of the entire name. Pepper will not find anything. Pepper% will find Pepperwood, Pepper Tree and Peppertree.

Parcel and Owner information will populate from the County's current records. If no records are found, review the information you typed. The address must match addresses already in the system.

If Owner information is incorrect, after you submit the application, email PermitCenter@SantaClaraCA.gov with the Permit number, proof of ownership, and ask for the owner information to be updated.

2. From the bottom of the screen, click **Continue Application**.

Step 2: Location > Address

Address

For best results please enter the Street # and Street Name ONLY and click Search. It is best to enter the first 3 characters of the Street Name.

*Street No.: 123 Direction: --Select-- *Street Name: Main% Street Type: ST

Street Light #:

Search Clear

Permitting Online Portal Building



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Apply for a Building permit (continued)

Step 3: Contractor Information

1. If you do not have a Contractor, click **Continue Application** to skip this step.
2. **To add a contractor**, To add a contractor, you must have their **State License Number** and **Business License Number**. Once added, click **Save and Close**.
3. Click **Continue Application**.

Contractor Information ✕

Type in your contractor's license #, then click outside of that field, and wait a moment. It will auto-populate information from CSLB.
If your business license # does not have your contractor's license #, then it will not autopopulate here. If you do not have a business license #, need to renew, or add your contractor's license to it, Contact Finance [here](#).

* License Type: Contractor	* State License Number: 863324	* Name of Business: Home Builders
* First: John	* Last: Smith	* Business License #: 12345
* Address Line 1: 123 Main Street	* City: Santa Clara	* State: CA
		* Zip: 95050
Mobile Phone: 	* E-mail: jsmith@xyz.com	

Save and Close **Clear** [Discard Changes](#)

Step 4: Description of Work>Scope of Work

In the **Detail Information** area, enter a **detailed description of the work**. In the **Additional Information** area, in the **Job Value** field, enter a dollar value equal to labor plus materials for the entire scope of work. Click **Continue Application**.

Step 5: Project Details

In the **Custom Fields** area, complete all the fields that apply. Any fields with a red* are required. Click **Continue Application** when finished.

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Apply for a Building permit (continued)

Step 6: Attachments>Required Documents

1. Click **Add** to upload any documents that are required including a **Building Permit Application form** and if applicable a **Smoke & CO Self-Certification form**.

Click on the green links to go to a list of forms on the City Website.

Step 6: Attachments>Required Documents

* indicates a required field

Attachment

A **Building Permit Application form** is required. A **Smoke & CO Self-Certification Form** is required for residential permits that will not have an inspection inside of the dwelling.

Name	Action	Type	Size	Latest Update	Description	Document Status	Status Date	Upload Date
Building Permit Application sample.pdf	Actions	Uploaded from ACA	450.47 KB	08/15/2021	Building Permit Application 123 Main Street	Uploaded	08/15/2021	08/15/2021
Add								
Continue Application »							Save and resume later	

2. Click **Continue Application** when finished uploading documents.

Step 7: Review

Review all the information that was entered.

Click **Edit** in the corner of each section to change or update information.

Step 7: Review

Continue Application »

Save and resume later

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Building Permit

Applicant

John Smith
123 Main Street
Santa Clara, CA 95050
Laurie Stewart
1346 Ridley Way
San Jose, CA. 95125
United.jsmith@abc.com
Phone Number 408-123-1234
E-mail: lstewart@santaclaraca.gov

Edit

123 Main Street

Edit

776 PURDUE CT

Parcel

Edit



Permitting Online Portal Building

Apply for a Building permit (continued)

Step 7: Review (continued)

3. If the application is complete, check Certification box at the bottom of the screen, then click **Continue Application**.

I certify that I have read and understand the instructions that accompany this application. By checking the box below, I understand and agree that I am submitting this application for review and approval.

☒ By checking this box, I agree to the above certification.

[Continue Application »](#)

4. A confirmation screen will appear with a record number.

[Submit for Building Permit](#) [Search Applications](#)

Building Permit

1	2	3	4	5	6
---	---	---	---	---	---

Your application has been successfully submitted. You can print this screen with your record number by using Ctrl-P (Cmd-P).

Thank you for using our online services.
Your Record Number is BLD21-00943.

This record number will be needed to check the status of the application/permit and to schedule inspections.

Work may not begin until the permit has been issued. Once the permit has been issued, a permit card will be issued. For more information, call 408-615-2400.

[View Record Details »](#) (When you have the permit card printed post it in the work area.)

View your records

To view your records, click the **Home** tab, then click **My Records**. Expand the category of records you would like to view. Click the Record number to view all application details.

[Home](#) [Building](#) [Fire](#) [Planning](#) [Public Works](#) [Code Enforcement](#) [Help Your Neighbor Program](#)

[Dashboard](#) [My Records](#) [My Account](#) [Advanced Search](#)

▼ **Building**

Showing 1-2 of 2 | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Related Records	Status	Action
<input type="checkbox"/>	08/15/2021	BLD21-00943	Building Permit	123 Main Street Santa Clara, CA 95050	0	Submitted	
<input type="checkbox"/>	07/23/2021	21TMPR-000070	Building Permit		0		Resume Application

► Planning

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Pay a fee via the Permitting Online Portal

Once fees are invoiced by a City staff member, a link will appear in the **Actions** column to allow you to pay a fee for an application using a credit card. You must be logged in to pay fees. You do not need to have your account added to a specific BLD permit to pay a fee.

1. To view and/or pay a fee, from the **Home** screen, click **My Records**. Expand the category of records you would like to view. In the action column, click **Pay Fees Due**.

Home Building Fire Planning Public Works Code Enforcement Help Your Neighbor Program

Dashboard **My Records** My Account Advanced Search ▼

▼ Building

Showing 1-2 of 2 | Add to collection

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Related Records	Status	Action
<input type="checkbox"/>	08/15/2021	BLD21-00943	Building Permit	123 Main Street Santa Clara, CA 95050	0	Submitted	Pay Fees Due
<input type="checkbox"/>	07/23/2021	21TMPR-000070	Building Permit		0		Resume Application

► Planning

2. Review the fees, and click **Continue Application**.

Application Fees

Fees	Qty.	Amount
Building Plan Check Residential	900	\$2,363.58
BLD Technology Fee - Plan Check	1	\$79.65

TOTAL FEES: \$2,443.23
Note: This does not include additional inspection fees which may be assessed later.

Continue Application »

3. Complete the billing information.
All fields with an asterisk are required.
4. Complete **Payment Details**.
Click **Pay**.

A confirmation screen will appear.

5. Click **Print/View Receipt** to print a hard copy of your receipt. A different receipt will also be emailed to the email address provided in the Payment Details. Both receipts are required for refunds.

Home **Building** Fire Planning Public Works Code Enforcement

Submit for Building Permit Search Applications

Record Submittal

You have paid a fee associated to this Record.
Please print a copy of this receipt and retain a copy your records.

Thank you for using our online services.
Your Record Number is BLD21-00943.

You will need this number to check the status of your application or to schedule/check res

Print/View Receipt

A licensed professional is now authorized to proceed with work at the designated location

Your record type requires a follow-up inspection once work is completed. You may schedu
Inspections, check status, or make other updates.

View Record Details » (When you have the permit card printed post it in the work area.)

Permitting Online Portal Building

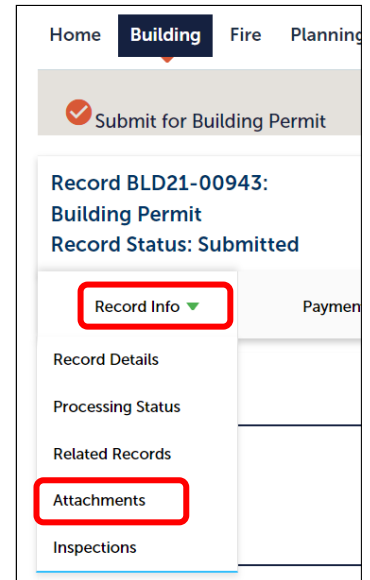
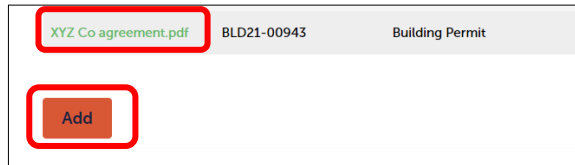


Download or add documents to a Building (BLD) permit

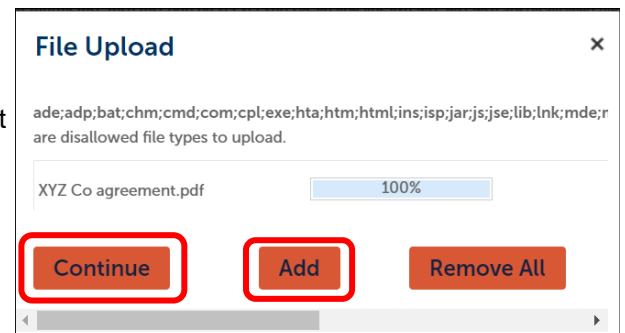
1. Find the application for which you would like to add documents. Your account must be connected to the BLD permit to download or add documents. (See [Connect your Permitting Online Portal \(POP\) account to existing Building \(BLD\) permits](#) on page 3.)

You can Search for it with the BLD number or go to **Home** and choose **My Records**. Click on the Record Number to open it.

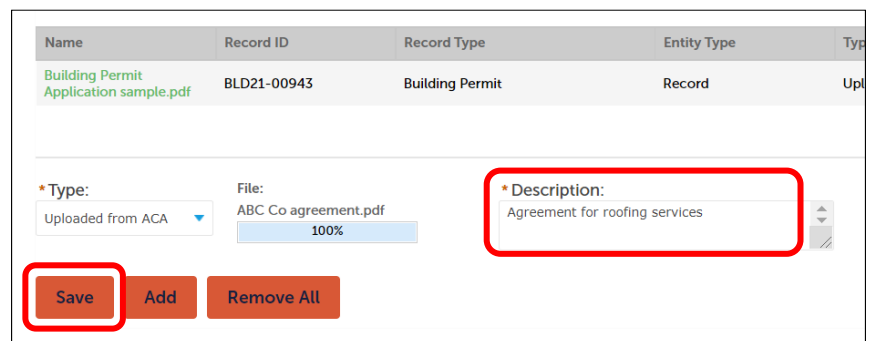
2. Click **Record Info** drop down menu and choose **Attachments**. It may take a few moments for the files to appear.
3. **To download a document**, click the **green file name**.



4. **To add a document**, click **Add**.
5. Click **Add** again and select the document(s) you would like to add. You can press **Ctrl + Click** to select more than one document.
6. Click **Continue** once all the documents are listed.



7. Type a detailed description next to each uploaded document.
8. Click **Save** when finished uploading documents.



To remove an attachment that was mistakenly uploaded. In the **Action** column, click **Actions** next to the document to be deleted and choose **Delete**

Latest Update	Action	Entity
08/15/2021	Actions ▼	Buildir 00943
08/15/2021	Actions ▼	Buildir 00943
08/15/2021	View Details Delete	Buildir 00943

Permitting Online Portal Building



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Check status of a Building (BLD) permit or application

You can view the detailed status of a BLD permit without logging in.

Find the application for which you would like to check the status. You can Search for it with the BLD number or go to **Home** and choose **My Records**. Click on the Record Number to open it.

General Status

Record Status indicates the general status of the application. **Issued, Active or ACT** all mean that the permit has been issued. **The three** different names for an issued permit reflect older software that was in effect when the permit was first issued.

Detailed Status

1. Click **Record Info** drop down menu and choose **Processing Status**.
2. Click the **Black arrow** to the left of a status item to see detail.

Application Submittal

Green check mark means that the most recent submittal has been routed for review.

Hourglass means the application or resubmittal has not been routed for review. Possible reasons are: because it has not been submitted to the Permit Center yet, or it is in the queue to be processed, or more information is needed before it can be routed.

Due Date is **not applicable** since this action depends on when the Permit Center received the submittal and the length of the queue.

Plan Reviews

Black arrow means this permit has been routed for that plan review. No black arrow means that this permit was not routed to that reviewer. Click the black arrow to see details including if review was approved or had corrections, estimated due date, and how many rounds of review there have been.

Hourglass means that plan review is still in progress.

Green check mark only means that reviewer completed the current round of review. Click on the black arrow to see if they approved the permit or not.

Due Date is approximate.

Permitting Online Portal Building



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Check status of a Building (BLD) permit or application (continued)

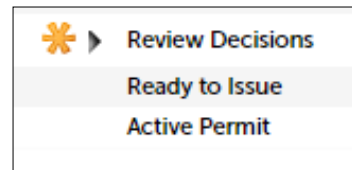
Review Decisions

Hourglass means the results of the most recent round of review is in the queue to be processed.

Yellow asterisk means that comments have been issued to the Applicant/Primary contact via email.

Green check mark means that all relevant reviewers have approved the permit.

Due Date is approximate.

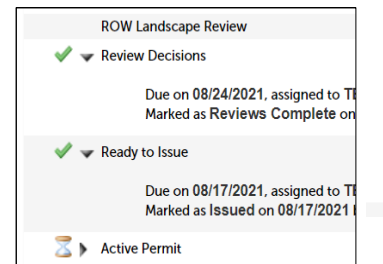


Ready to Issue

Green Check mark means the permit is ready to issue.

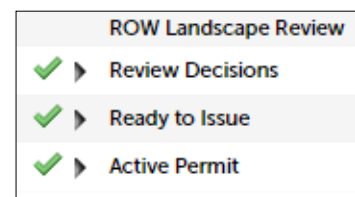
Hourglass means the permit has been prepped for issuance. Permit Center has emailed a list of what is needed in order to issue the permit to the Applicant/Primary contact.

Due Date is not applicable, since the action depends on when the Permit Center receives all outstanding items and length of the queue.



Active Permit

Green check mark means permit has been issued.



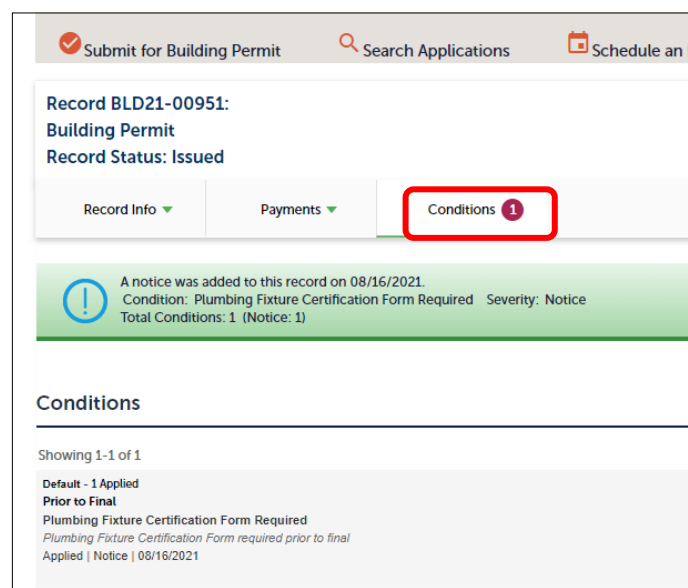
Conditions

Click **Conditions** to view items needed prior to permit issuance, inspection, or permit final.

Click **View Condition** button to see more details.

Applied means the Condition is still applicable to your project.

Not Applied means the Condition has been met or is not applicable to your project.



Permitting Online Portal Building



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Schedule or Request an Inspection

1. Log in to your **Permitting Online Portal** account. (See **Create an Account** on page 2 if you do not have an account.) **Note: Your account must be connected to the BLD permit to schedule an inspection online. Unless you submitted the BLD permit under this account through the POP, you must ask for your account to be connected by a City staff member.** (See Page 3 for details.)
2. Click the **Building** tab, then **Search for Permit and Schedule Inspection**.
3. Click the **BLD Record Number** of the record for which you would like to schedule an inspection.

Date	Record Number	Record Type	Address
08/15/2021	BLD21-00943	Building Permit	776 PURDUM ST 95051
07/23/2021	21TMPR-000070	Building Permit	

4. In the **Inspections Upcoming** section, click **Schedule or Request an Inspection**.

Record BLD21-00943:
Building Permit
Record Status: Issued

Inspections

Upcoming

Schedule or Request an Inspection

You have not added any inspections.
Click the link above to schedule or request one.

Completed

There are no completed inspections on this record.

Schedule/Request an Inspection

Available Inspection Types (15)

Electrical ☒ Show optional inspections

- ☐ 201 TEMP POLE (optional)
- ☐ 202 SERVICE UFER GROUND (optional)
- ☐ 203 UNDERGROUND ELECTRICAL (optional)
- ☐ 204 UNDERFLOOR ELECTRICAL (optional)
- ☐ 205 SERVICE BOND OR GROUNDING (optional)
- ☐ 206 NEW ELECTRICAL SERVICE (optional)
- ☐ 207 TRANSFORMER (optional)
- ☒ 208 SERVICE UPGRADE (optional)
- ☐ 209 T-BAR ELECTRICAL (optional)
- ☐ 210 ROUGH ELECTRICAL (optional)

< Prev 1 2 Next >

Continue Cancel

5. From the **Available Inspection** category drop-down menu at the top of the screen, choose the Inspection Category.
6. Select the Inspection type from the list. Click **Continue**.

Permitting Online Portal Building



**City of
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Schedule or Request an Inspection (continued)

1. Select an available date. Available dates appear as blue links.
2. Select a time frame.
3. Click **Continue**.
4. Review the information on the Location and Contact Screen.

If correct, click **Continue**.

If incorrect click **Change Contact** and enter **information** (for this inspection only.)

Schedule/Request an Inspection

Inspection type: 208 SERVICE UPGRADE

Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

Location

111 Main Street

Contact

Hannah House
408-123-1234

Change Contact ▼

☐ Select an existing contact

Hannah House 408-123-1234 ▼

☒ Specify another person (for this inspection only)

*First Name Middle Name *Last Name

Elisi

Jones

*Phone Number

408-222-3333

Submit

Cancel

Schedule/Request an Inspection

Aug 2021							Sep 2021						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7				1	2		
8	9	10	11	12	13	14	5	6	7	8	9		
15	16	17	18	19	20	21	12	13	14	15	16		
22	23	24	25	26	27	28	19	20	21	22	23		
29	30	31					26	27	28	29	30		

« Prev

☒ 08:00 AM - 05:00 PM

Continue

Back

Cancel

Permitting Online Portal Building



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Schedule or Request an Inspection (continued)

Review the confirmation. Click **Include Additional Notes** to add additional information to your inspection request.

Note: Reschedule must be made before 04:00 PM 1 day(s) prior to the inspection date/time. Cancellations must be made before 04:00 PM 1 day(s) prior to the inspection date/time.

Click **Finish** when done.

Schedule/Request an Inspection

Confirm Your Selection

If requesting a Fire Building Inspection please put the date and time that you are requesting the inspection in the comments section. Fire inspections on Building permits are pending until the request for date and time is reviewed by the Fire Department.

208 SERVICE UPGRADE
8/23/2021 8:00 AM
111 Main Street
Hannah House 408-222-3333

Include Additional Notes

Cancellation and Reschedule Policy:
Reschedule must be made before 04:00 PM 1 day(s) prior to the inspection date/time.
Cancellations must be made before 04:00 PM 1 day(s) prior to the inspection date/time.

Finish Back Cancel

The Inspection date and time will show up in the **Upcoming** section in the Building record.

Click **Actions** to view more details about the inspection, reschedule, or cancel.

Details include:

- Scheduled date/time
- Status History
- Result Comments
- Related Inspections

Record BLD21-00943:
Building Permit
Record Status: Issued

Record Info ▼ Payments ▼

Inspections

Upcoming (1)
Schedule or Request an Inspection
Click the link above to schedule or request one.
08/23/2021 at 08:00 AM Scheduled 208 SERVICE UPGRADE (18482356)
Inspector: Unassigned Inspector

Completed

There are no completed inspections on this record.

will